

A Study on Work Life Balance in Service Industry

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ABSTRACT

This study delves into the intricate dynamics of work-life balance and its impact on employees within organizational settings. With a sample size of 120 participants, both chi-square and correlation analyses were employed to elucidate significant findings. The research revealed that a substantial proportion, 47.5% of respondents, admitted to experiencing intermittent stress or anxiety attributable to work responsibilities. This highlights a prevalent issue within contemporary work environments, underscoring the need for interventions aimed at mitigating such negative outcomes. Moreover, the study identified a prevailing sentiment among respondents, with 49.2% expressing a belief that fostering good work-life balance among employees would enhance organizational effectiveness and success. This underscores the recognition of work-life balance not merely as an individual concern but as a crucial factor contributing to organizational performance. Such perceptions reflect a growing awareness among employees regarding the symbiotic relationship between personal well-being and organizational outcomes. The findings of this study hold significant implications for both employers and policymakers. Addressing the pervasive issue of work-related stress and anxiety necessitates proactive measures aimed at promoting a healthier work-life balance. Strategies such as flexible work arrangements, wellness programs, and supportive organizational cultures emerge as potential avenues for achieving this objective. By prioritizing employee well-being, organizations can not only enhance individual satisfaction and retention but also foster a more productive and resilient work force. Furthermore, recognizing the instrumental role of work-life balance in organizational success underscores the imperative for strategic integration of such initiatives into broader business objectives. This necessitates a shift in organizational paradigms towards prioritizing employee-centric practices that align with overarching goals of productivity and sustainability.

Keyword: -Work life, Personal life.

1. INTRODUCTION

Sourcing in procurement is defined as a process to find, evaluate, and engage suppliers based on set criteria to achieve cost savings and best value for goods and services at a price point & terms that give the required margin to positively affect the company's bottom line. The sourcing process is carried out using a tendering process and is applied at tactical and strategic levels with the intent to create distinctive value by finding the most appropriate suppliers at the lowest cost to gain a competitive advantage. In most organizations, the process of sourcing products or services is the first step in the supply chain process. Sourcing involves finding a balance between the quality of products and raw materials required and affordability. The goal for most procurement teams is to spend less and increase the bottom line. Typically, sourcing is finding the most suitable supplier that provides the quality of goods or services at a price point that gives the business owner the profit margins they need. Sourcing and procurement management fit together like hand and glove. But before you can procure goods, it is essential to: Find prospective suppliers, Implement a rigid vetting process. This ensures that no mistakes are made during the sourcing process because it can be costly to backtrack. While most business leaders focus primarily on the cost reduction benefits of strategic sourcing, in today's competitive market, leading companies have begun to look at creating value while not ignoring cost and waste reduction.

OBJECTIVES OF THE STUDY

- To study the relationship between work-life balance and various demographic variables.
- To study the influence of work-life balance on the family life of the employees
- To study the impact of compensation factors on the work-life balance of employees.
- To understand about work life balance of employees working in different sectors.
- To know about various strategies used to maintain work life balance.
- To improve work-life balance for their employees, based on the findings of the study.
- To know the relationship between employee's job and its impact on employee's personal life.
- To implement the work life balance strategy and what can organizations do.

SCOPE OF THE STUDY

- **Productivity and Performance:** Research indicates that employees with better work-life balance tend to be more productive and perform better in their roles. Understanding the work-life balance dynamics within industry can help optimize productivity levels and improve overall organizational performance.
- **Health and Well-being:** Poor work-life balance can lead to stress, burnout, and adverse health outcomes among employees. By studying work-life balance, industry can identify areas of improvement to promote employee well-being and reduce the risk of health-related issues in the workforce.
- **Attraction of Top Talent:** Work-life balance is a key factor for many job seekers when considering employment opportunities. Conducting a study can help industry understand how their work-life balance policies and practices impact their ability to attract top talent in the industry.
- **Legal Compliance:** In many jurisdictions, there are legal requirements for employers to provide a healthy work-life balance for their employees. Conducting a study can help industry ensure compliance with relevant labor laws and regulations.

NEED FOR THE STUDY

- **Work-Life Balance Policies and Practices:** Evaluate the existing policies and practices implemented by industry to support work-life balance, including flexible work arrangements, telecommuting options, parental leave policies, and wellness programs.
- **Employee Perceptions and Experiences:** Assess employees' perceptions and experiences regarding work-life balance within industry. This could involve conducting surveys, interviews, or focus groups to gather qualitative and quantitative data on how employees balance their work and personal lives.
- **Impact on Employee Well-being:** Investigate the impact of work-life balance on employee well-being, including physical health, mental health, stress levels, and job satisfaction. Examine the correlation between perceived work-life balance and overall employee happiness and fulfillment.

LIMITATIONS

- **Short-Term Focus:** The study may only capture a snapshot of work-life balance within Service Industry at a specific point in time. Long-term trends or changes in work-life balance practices and perceptions may not be adequately captured, limiting the study's ability to assess the sustainability of interventions or initiatives.
- **Response Bias:** Employees may be hesitant to provide honest feedback about their work-life balance experiences, especially if they fear repercussions or if the organization has a culture of discouraging open communication about such issues. This could lead to biased or inaccurate results.
- **Resource Constraints:** Researchers may face limitations in accessing data or resources necessary for the study. For example, Service Industry may not have comprehensive records or systems in place to track employees' work hours, workload, or perceptions of work-life balance, making it challenging to gather accurate data.

2. REVIEW OF LITERATURE

1. *Hantrai and Walters (2024)* has found the organization provides many working environments for females such as medical facilities and childcare facilities. They found that the cost was a lack of personal time and feelings of guilt if any spare time was not spent with their children. Women had to sacrifice their own free time and reduce the amount of sleep they had so that their children did not feel adverse about their mothers.
2. *Konard and Mngel (2024)* found there is a significant relationship between workplace conflict and female health. Furthermore, for female employees, work-family conflict produces problems at home. These issues might cause the person to become more frustrated and stressed, which can lead to a decline in life satisfaction. Similarly, when a worker's problems follow him or her to work, the company suffers. They report higher levels of stress, muscle tension, headaches, weight gain, and despair than their counterparts.
3. *Phyllis and Yun (2024)* mentioned strategies in paper titled "Effective work life strategies, working couples, work conditions, gender and life quality" focuses on dual earner families. It was concluded and discussed in the study that the work life strategies and work conditions are different among genders.
4. *Roberts (2023)* explained that working females can benefit from wellness and health programs that help them balance their personal and professional lives. These benefits & health programs cannot be the sole solution to the imbalance of female issues and problems. Many family-friendly businesses recognize the importance of work-life balance, which includes employee recruitment and retention, reduced employee stress, job satisfaction, reduced absenteeism, health benefits, and improved life balance by implementing successful work-life balance treatments, such as flexible working hours, in the domain of working hours.
5. *Dr. Somlata Sharma and Dr. Versha Vahini (2023)*, tried to assess "Work Life Balance: How Stressful is it for Indian Women" Study shows that changes in technology, increased work pressure coupled with constant deadlines, the co-existence of a virtual workplace, and changing demographic profiles (including gender, experience), an increase in disposable income inflation, and an improvement in living standards have encouraged the importance of the provision of a work-life balance in the industrial sector.

3. RESEARCH METHODOLOGY

RESEARCH DESIGN

This paper has employed descriptive research design. This paper aims to analyze the factors that affecting the work life balance in an organization. Thus, a descriptive research design is adopted to analyze the overall factors that affect the work life balance of Service Industry.

METHOD OF DATA COLLECTION

This paper is solely based on the primary data. Self-administered questionnaires have been used to collect the data. The questionnaires were divided into two parts. The first part was related to the respondent profile, and the second was related to Work-Related, Personal Life Factors, Future Planning. Five different statements based on the five-point Likert scale were included.

SAMPLE SIZE

Sample size in research refers to the quantity of individuals, items, or data points selected from a broader population to provide a statistically meaningful representation. Its significance lies in its direct influence on the reliability and comprehensiveness of the study's outcomes, making it a vital factor to address in research planning. The Sample Size is 120 taken across the employees of the organization.

TOOLS FOR DATA ANALYSIS

SPSS software was employed to conduct Descriptive Statistics, chi-square and correlation analysis. This method was chosen to investigate the potential relationship between various stages of the sales process and customer satisfaction.

4. DATA ANALYSIS AND INTERPRETATION

CHI-SQUARE

Chi-square (χ^2) is a statistical test used to determine the relationship between categorical variables or the goodness of fit of observed data to an expected distribution. It calculates a test statistic by comparing observed and expected frequencies, with degrees of freedom based on the table dimensions. Interpretation involves comparing the calculated χ^2 value to a critical value, usually at a significance level of 0.05. If the calculated value exceeds the critical value, it suggests a significant association between variables. Widely applied across disciplines, chi-square analysis aids in understanding patterns and associations in categorical data.

Table No: 4.1

HYPOTHESIS STATEMENT

H0: There is no significant relationship between Age of the respondent and feel recognized and appreciated for your contributions at work

H1: There is significant relationship between Age of the respondent and feel recognized and appreciated for your contributions at work.

Age of the respondents × The sales process from initial contact to final purchase is clear

Particulars	Value	df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	18.55	8	.048
Likelihood Ratio	11.50	8	.234
Linear-by-Linear Association	1.35	1	.238
N of Valid Cases	120		

Inference

From the above Table No: 4.1, it was found that the Pearson Chi-Square significant value is .048 which is less than 0.05. Hence Null hypothesis (H0) is rejected and Alternative hypothesis (H1) is accepted. Therefore, it is inferred that there is a significance relationship between Age of the respondent and feel recognized and appreciated for your contributions at work.

Table No: 4.2

HYPOTHESIS STATEMENT

H0: There is no significant relationship between Gender of the respondents and I Believe that achieving a work-life balance is essential for my overall well-being and happiness.

H1: There is significant relationship between Gender of the respondents and I Believe that achieving a work-life balance is essential for my overall well-being and happiness.

Gender of the respondents × I will encourage friends to use the services offered by the tool

Particulars	Value	df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	6.83	3	.074

Particulars	Value	df	Asymptotic Sig. (2-tailed)
Likelihood Ratio	8.33	3	.040
Linear-by-Linear Association	.51	1	.461
N of Valid Cases	120		

Inference

From the above Table No: 4.2, it was found that the Pearson Chi-Square significant value is .074 which is greater than 0.05. Hence Null hypothesis (H0) is accepted and Alternative hypothesis (H1) is rejected. Therefore, it is inferred that there is no significance relationship between Gender of the respondents and I Believe that achieving a work-life balance is essential for my overall well-being and happiness.

CORRELATION

Correlation is a statistical measure that indicates the extent to which two or more variables fluctuate together. A positive correlation indicates the extent to which those variables increase or decrease in parallel; a negative correlation indicates the extent to which one variable increase as the other decreases.

Table No: 4.3

HYPOTHESIS STATEMENT

H0: There is no significant relationship between feel recognized and appreciated for your contributions at work and comfortable are you with saying no to workrelated task or event that interfere with personal time.

H1: There is no significant relationship between feel recognized and appreciated for your contributions at work and comfortable are you with saying no to workrelated task or event that interfere with personal time.

Feel recognized and appreciated for your contributions at work and comfortable are you with saying no to workrelated task or event that interfere with personal time.

		Feel recognized and appreciated for your contributions at work	comfortable are you with saying no to workrelated task or event that interfere with personal time.
Feel recognized and appreciated for your contributions at work	Pearson Correlation	1.000	.367
	Sig. (2-tailed)		.002
	N	120	120
comfortable are you with saying no to workrelated task or event that interfere with personal time.	Pearson Correlation	.367	1.000
	Sig. (2-tailed)	.000	
	N	120	120

Inference

From the correlation table 4.3, it can be seen that the correlation coefficient is 0.367, there is low significant relationship feel recognized and appreciated for your contributions at work and comfortable are you with saying no to workrelated task or event that interfere with personal time. Since p-value (**) $<$ 0.05, we accept the alternative hypothesis. It can be concluded that there is a statistically low significant correlation between feel recognized and appreciated for your contributions at work and comfortable are you with saying no to work related task or event that interfere with personal time.

Table No: 4.4

HYPOTHESIS STATEMENT

H0: There is no significant relationship between the the workload is manageable and experience stress or anxiety related to your work responsibilities

H1: There is significant relationship between the workload is manageable and experience stress or anxiety related to your work responsibilities

Workload is manageable and Experience stress or anxiety related to your work responsibilities

		Workload is manageable	Experience stress or anxiety related to your work responsibilities
Workload is manageable	Pearson Correlation	1.000	.845
	Sig. (2-tailed)		.002
	N	120	120
Experience stress or anxiety related to your work responsibilities	Pearson Correlation	.845	1.000
	Sig. (2-tailed)	.000	
	N	120	120

Inference

From the correlation table 4.4, it can be seen that the correlation coefficient is 0.845, there is high significant relationship between the workload is manageable and experience stress or anxiety related to your work responsibilities. Since p-value (**) < 0.05 , we accept the alternative hypothesis. It can be concluded that there is a statistically high significant correlation between the workload is manageable and experience stress or anxiety related to your work responsibilities.

Table No: 4.5

HYPOTHESIS STATEMENT

H0: There is no significant relationship between feel stressed or anxious about work related issues bleeding to personal life and ever miss out any quality time with your family or your friends because of pressure of work.

H1: There is significant relationship between feel stressed or anxious about work related issues bleeding to personal life and ever miss out any quality time with your family or your friends because of pressure of work.

Feel stressed or anxious about work related issues bleeding to personal life and ever miss out any quality time with your family or your friends because of pressure of work.

		Feel stressed or anxious about work related issues bleeding to personal life	ever miss out any quality time with your family or your friends because of pressure of work
Feel stressed or anxious about work related issues bleeding to personal life	Pearson Correlation	1.000	.943
	Sig. (2-tailed)		.000
	N	120	120
ever miss out any quality time with your family or your friends because of pressure of work	Pearson Correlation	.943	1.000
	Sig. (2-tailed)	.000	
	N	120	120

Inference

From the correlation table 4.5, it can be seen that the correlation coefficient is 0.943, there is high significant relationship between the feel stressed or anxious about work related issues bleeding to personal life and ever miss out any quality time with your family or your friends because of pressure of work. Since p-value (**) < 0.05 , we accept the alternative hypothesis. It can be concluded that there is a statistically high significant correlation between the between feel stressed or anxious about work related issues bleeding to personal life and ever miss out any quality time with your family or your friends because of pressure of work.

5. FINDINGS

- There is significant relationship between Age of the respondant and feel recognized and appreciated for your contributions at work
- There is no significant relationship between Gender of the respondents and I Believe that achieving a work-life balance is essential for my overall well-being and happiness.
- There is a statistically low significant correlation between the feel recognized and appreciated for your contributions at work and comfortable are you with saying no to workrelated task or event that interfere with personal time.
- There is a statistically high significant correlation between the workload is manageable and experience stress oranxiety related to your work responsibilities.
- There is a statistically high significant correlation between the the feel stressed or anxious about work related issues bleeding to personal life and ever miss out any quality time with your family or your friends because of pressure of work

6. SUGGESTIONS

- A proper time should be given to their own interest because it is necessary to refresh to overcome the physical as well as mental stress
- The people who stay long at home for office work they need a morning walk and long walk for better health and energize them well
- To refresh the tonic of mind and body people whose nature is not to stay long in office they adopt hobbies like indoor and outdoor games

- Always give time to spouse children, elders, relatives, friends even home workers according to their available time
- Your soul will be thirsty in all this work life management if we ignore it will effect on health, wealth, joy even any big achievement can felt nothing by ignoring the spiritual activities
- To agree and to define the work to be done and to achieve the standards
- Implement and process different systems that allow the employees to work productively to form the corporate office
- Creating a healthy environment where employees can communicate their concern
- Evaluate and monitored and able to modify systems where needed

7. CONCLUSION

In conclusion, In the above study, conclude that all the factors that mentioned in the above paragraph is only secondary and the main thing is one should have their own personality traits and personal motivation to manage, balance the Work-life. The organizations should identify that the employee welfare and satisfaction is the most vital things. Love and humanity is also important to be happy along with the work. Companies are implementing new programs and policies on how to balance both work and life. Those are productivity increases, Employee energy, Employee motivation and enthusiasm for work totally increases profits. Now-a-days most of the organizations are hiring women because they can manage and balance work-life very nicely.

8. REFERENCES

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